Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
March 20, 2002

Agenda

- ?? Review of Previous Action Items (P. Rice)
- ?? Support Center (B. Baker)
- ?? CIAG Selection of Preferred Option for Rollout of EIM/XP (CIAG/Griffin)
- ?? CIAG Input on Who Needs WordPerfect Upgrade (Griffin)
- ?? Update on Business Model Interviews Scheduled (Griffin)

Action Items

Previous Action Times	Status
Brief CIAG members on changes in Operating Plan schedules once all "current development" is complete.	Ongoing
Discuss with the Office of the DOE CIO the possibility of raising the 10MG email file attachment limit.	Brent Baker has contacted the OCIO and is waiting for a response.
Provide electronic copy of the OSTI information to CIAG members.	J. Hiegel
Check with Doris Martin on 508 implementation to determine if site compliance is being verified.	Complete. Doris Martin reviews the SC-1 page for compliance and will provide the CIAG the name of the person who checks SC-5. No other sites are reviewed to ensure compliance.
Provide names to Ted Griffin of individuals in their organization who are required to use WP for documents being sent to the Executive Secretariat.	To be completed on March 27.
Discuss EIM/Office XP options with programs and bring results to next CIAG meeting.	To be completed on March 27.

New Actions from the March 20 Meeting	Assigned To
Provide charts to illustrate the trend of available network storage space and total users.	B. Baker
Discuss WordPerfect requirements with Jim Solit, Director, Executive Secretariat	P. Burris
Provide CIAG members with entire business model.	Griffin
Brief CIAG on business model. (Agenda item for next meeting.)	Griffin/Forsythe

Office of Science Support Center (B. Baker)

The Exchange User list was reviewed. Once a user reaches 400 MG, he will begin receiving messages requesting cleanup. Once an account surpasses 450 MG, the account is disabled. Accounts are also disabled when a user retires. The group would like to see a chart illustrating the trend of available space and total users. Baker informed the group that data storage requirements double approximately every 18 months. Marvin Stodolsky suggested that users should be trained or updated in ways to decrease space requirements, such as using hyperlinks instead of e-mail file attachments.

CIAG Selection of Preferred Option for Rollout of EIM/XP (CIAG/Griffin)

At the March 13 meeting, CIAG members were presented options for the rollout of EIM/XP, which included (1) deploying EIM with Office 2000, (2) initiating a new project to test and rollout Office XP prior to completing implementation of EIM, or (3) putting EIM on hold until XP is implemented in the future. Members were to discuss the options with their organizations and vote for their choice at this meeting. The recommendation will then go forward to the Information Management (IM) Board. Questions and issues raised during the discussion included the following.

?? The initial set of requirements for EIM were met with Office 2000. When the product was demonstrated to users, they wanted additional functionality (e.g., search capability) not available with Office 2000.

?? XP requires re-imaging, but it is believed the changes are not as drastic as the upgrade from Windows 97 to Office 2000. Lessons learned from the Office 2000 upgrade will be useful whenever XP is implemented.

?? Searching and indexing are important components of EIM; with Office 2000, those functions cannot be accessed within the Office application (e.g., Word). Thus user needs to go to a Web interface to access this feature.

?? There will be no idle resources if EIM is put on hold until XP is implemented in the future.

?? Option 2 would cause delays to the MS Active Directory, Win 2000 Server Upgrade, and Network Performance Monitoring projects. These projects are infrastructure upgrades that would not be immediately apparent to users.

Some members have not had the opportunity to review this issue and discuss it with others in their organization. A final recommendation will be made at the March 27 CIAG meeting.

CIAG Input on Who Needs WordPerfect Upgrade (Griffin)

At the March 13 meeting, CIAG members were asked to provide a list of users who require WordPerfect. It is still not clear what the requirements are for WordPerfect, but Federal Register input is required in WordPerfect format and it is the preference of Under Secretary Card. Peggy Burris is going to discuss WordPerfect requirements with Jim Solit, Director of the Executive Secretariat, to clarify this issue.

Several CIAG members have not had the opportunity to gather the required information on WordPerfect users in their organization. Final input will be made at the March 27 CIAG meeting.

Update on Business Model Interviews Scheduled (Griffin)

The Strategic Planning Project Team (SPPT) is currently scheduling interviews with CIAG members to obtain a point-of-contact (POC) for each business activity performed by their organization. Peggy Burris suggested an abeyance of the business model update because of the Business Process Reengineering (BPR) effort that may take place. Ted Griffin responded that even though the process may change, business functions remain the same. In addition, the completed list will be helpful in developing Reference Groups. Finally, the SPPT wants to identify who performs the business activities in order to validate the current business model and ensure that the planned automated capabilities support those activities. It is too daunting to look at the entire business model during this strategic planning cycle; only those processes that are scheduled to be automated during the next 1-½ years are being validated. The entire business model will be provided to CIAG members. In addition, the next CIAG meeting will be scheduled for 2 hours and the entire business model will be presented.

It was suggested that focus group for each business function be used instead of individual meetings as a followup to the first interviews. Todd Forsythe will work with organizations to determine the best approach.

Proposed 3/27/2002 Meeting Agenda

?? Review of Previous Action Items (Rice)
  ?? EIM/XP Final Decision
  ?? WordPerfect Input
?? Support Center Items (Baker)
?? Business Model Overview (Griffin/Forsythe)

Meeting Attendees

March 20, 2002	Name		Organization	Contact Information
	Dilworth–Chair	Greg	SC-14	3-2873
	Rice–Exec. Sec	Pat	SC-65	3-4556
	Afzal	Shahida	SC-50 (ESMT)	3-4941
	Baker	Brent	SC-65	3-2345
	Burris	Peggy	SC-4	202-586-7265
	Buswell	Steve	SC-7	202-586-9741
	Clay	Mitzi	SC-65	3-3717
	Eckstrand	Steve	SC-55	6-5428
	Flynn	Kelly	SC-65	3-3193
	Forsythe	Todd	SC-65	3-6409
	Griffin	Ted	SC-65	3-4602
	Hiegel	Jane	SC-31	3-5800
	Jernigan	Lori	SC-64	3-5212
	King	Susan	SC-65	3-5313
	Oyler	Dean	SC-22	3-6394
	Stodolsky	Marvin	SC-72	3-4475
	Yonder	Mike	SC-65	3-9139